

## SCOPE OF CLAIMS

1. A user guidance system comprising:

communication history receiving means for receiving communication history information which is history information of communication of a mobile communication terminal in a communication network;

traffic information generating means for receiving from a base station in the communication network, resource state information indicating a usage state of resources of the base station and for generating communication traffic information about a communication traffic at the base station, using the resource state information and the communication history information;

dissatisfaction calculating means for calculating a dissatisfaction with a recommended action being an action recommended to a user of the mobile communication terminal, based on the communication history information received by the communication history receiving means and the communication traffic information generated by the traffic information generating means;

recommended action extracting means for, based on dissatisfactions with a plurality of recommended actions calculated by the dissatisfaction calculating means, extracting a recommended action for the user to be notified of, out of the plurality of recommended actions; and

information transmitting means for transmitting the recommended action extracted by the recommended action extracting means, to the mobile communication terminal.

2. The user guidance system according to Claim 1, wherein the dissatisfaction calculating means calculates the dissatisfaction, using a function preliminarily set based on the communication history information and communication traffic information,

5                   the user guidance system further comprising:

                  action specifying means for specifying an action of the user after the transmission of the recommended action to the mobile communication terminal by the information transmitting means, based on the communication history information; and

10                  function resetting means for resetting the function if the action specified by the action specifying means is different from the recommended action.

3. A mobile communication terminal comprising:

15                  communication history receiving means for receiving communication history information being history information of communication in a communication network;

20                  traffic information generating means for receiving from a base station in the communication network, resource state information indicating a usage state of resources of the base station and for generating communication traffic information about a communication traffic at the base station, using the resource state information and the communication history information;

25                  dissatisfaction calculating means for calculating a dissatisfaction with a recommended action being an action recommended to a user, based on the communication history information received by the communication history receiving means and the communication traffic

information generated by the traffic information generating means;

recommended action extracting means for, based on dissatisfactions with a plurality of recommended actions calculated by the dissatisfaction calculating means, extracting a recommended action for the user to be notified of, out of the plurality of recommended actions; and

outputting means for outputting the recommended action extracted by the recommended action extracting means.

4. The mobile communication terminal according to Claim 3, wherein the dissatisfaction calculating means calculates the dissatisfaction, using a function preliminarily set based on the communication history information and communication traffic information,

the mobile communication terminal further comprising:

action specifying means for specifying an action of the user after the transmission of the recommended action to the mobile communication terminal by the information transmitting means, based on the communication history information; and

function resetting means for resetting the function if the action specified by the action specifying means is different from the recommended action.

5. The mobile communication terminal according to Claim 3 or 4, further comprising communication controlling means for restricting connection to the communication network, according to the recommended action extracted by the recommended action extracting means.

6. A user guidance method comprising:

a communication history receiving step wherein communication history receiving means receives communication history information being history information of communication in a communication network;

5 a traffic information generating step wherein traffic information generating means receives from a base station in the communication network, resource state information indicating a usage state of resources of the base station and generates communication traffic information about a communication traffic at the base station, using the resource state information and the communication history information;

10 a dissatisfaction calculating step wherein dissatisfaction calculating means calculates a dissatisfaction with a recommended action being an action recommended to a user, based on the communication history information received by the communication history receiving means and the communication traffic information generated by the traffic information generating means; and

15 a recommended action extracting step wherein, based on dissatisfactions with a plurality of recommended actions calculated by the dissatisfaction calculating means, recommended action extracting means extracts a recommended action for the user to be notified of, out 20 of the plurality of recommended actions.